

SunGard Case Study

SunGard

SunGard is a global leader in software and processing solutions for financial services, higher education, and the public sector. It is a 4 billion dollar company, and SunGard (NYSE:SDS) is a member of the S&P 500.

SunGard develops software used by Security Traders working with NYSE and NASDAQ. We were required to develop user documentation for this complex application (that had almost 70% market share in 2003). The application is made up of more than 20 sub-modules.

Project Completed

Exhaustive user documentation for a Securities Trading Application. This included a set of 15 User Guides and a sample help file. Technowrites worked on more than 1000 pages of documentation.

Tools Used

Microsoft Word

Challenge

- Collecting information was difficult as not much of documented information about the product was available.
- Different versions of documents had to be created for different clients using customized versions of the application.
- Coordinating with different developer groups (working on different modules of the application) at the same time was difficult.

Solution

Keeping in mind the client's requirements, Technowrites offered a package of services and consultancy. We deputed a team of four Technical Writers to work at the client's premises. These writers were interacting with developer's team on a day-to-day basis. There was a Project Manager who co-coordinated the entire effort and was responsible for the entire project. We helped the client to design templates, standards, style guides and review checklists. While doing this, we also laid down the complete user documentation development and maintenance process.

We also assisted SunGard to hire a technical writer and train him on the processes and guidelines. We completed the entire documentation work entrusted to us. We also completed one round of document maintenance and then handed over the entire set to the company's employed writer.